



## Our Staff

The Office of Child Advocate is directed by the Missouri Child Advocate/Ombudsman who is appointed by the Governor and Chief Justice of the Supreme Court and confirmed by the Senate. Other staff positions include a Central Office Investigator, Field Operations Investigator and Administrative Assistant/Office Manager.

### State of Missouri Office of Child Advocate

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### State of Missouri Office of Child Advocate



# Our Mission

Established in 2002 by an Executive Order of the Governor, the Office of Child Advocate (OCA) was placed into Missouri statute in 2004. The OCA operates under the Office of Administration and is, therefore, independent of the Department of Social Services/Children's Division, the Department of Mental Health, and the Juvenile Court. The OCA provides an avenue through which citizens are able to obtain an independent and impartial review of disputed decisions, actions, or inactions regarding any child at risk of abuse, neglect or other harm.

**Since it's inception, OCA has served over 1,200 children.**



## Review of Unsubstantiated Hotline Calls

In advocating  
for children,  
we see faces,  
not cases.

Missouri Statute RSMo 210.145.15 provides for reporters of unsubstantiated child abuse hotline calls to request through their local Children's Division office that the reports be referred to the Office of Child Advocate. The referral will be reviewed by the Child Advocate and follow-up letters will be sent to the reporter and to the Children's Division. This process applies only to hotline reports that are coded as investigations and does not apply to hotline calls that are coded as assessments.



**Children are  
our State's most  
precious resource.**

## Our Charge

**There are three primary responsibilities of the Office of Child Advocate:**

- 1.) To receive, investigate and act on complaints, offering recommendations as necessary.
- 2.) To provide an annual report to the Governor and Chief Justice of the Supreme Court, including recommendations for improving the system.
- 3.) To educate the public regarding the child welfare process in Missouri, while increasing public awareness of the Office of Child Advocate.



**Children are not  
just our future --  
they are our  
present.**